



# Portsmouth Health Overview Scrutiny Panel

## NHS Hampshire and Isle of Wight Integrated Care Board report November 2023

### Accessing primary care

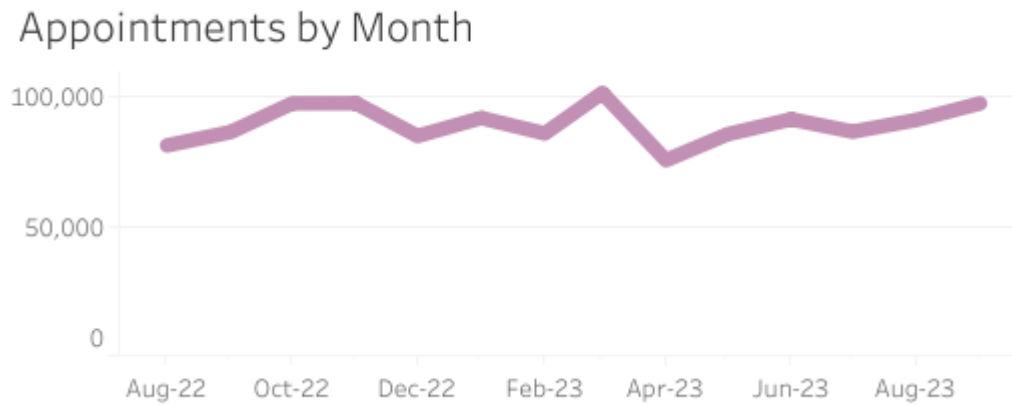
This NHS Hampshire and Isle of Wight Integrated Care Board report provides an overview of the work being undertaken in Portsmouth - through the Health and Care Portsmouth partnership - to improve access to primary care, incorporating general practice, community pharmacy, and dentistry.

#### 1. GP practices

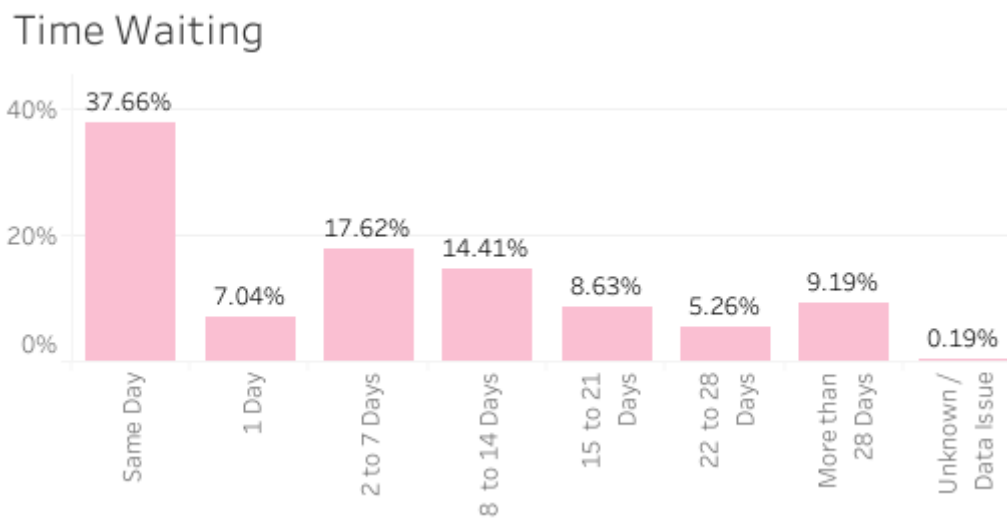
##### 1.1. Introduction

- 1.1.1. General Practice Appointment Data (GPAD) is published nationally on a monthly basis and provides detailed data on appointment levels in General Practice, by mode, clinician category and timeframe. There are a number of caveats with GPAD which need to be considered.
- 1.1.2. Appointments with patients are one part of the workload of a GP, which will typically also include many other tasks such as paperwork, meetings and liaising with other health care professionals.
- 1.1.3. The number of appointments required can vary based on the needs of patients driven by a number of uncaptured factors. For example, the age distribution in an area or the prevalence of long-term illnesses.
- 1.1.4. Variations in working methods and recording between practices must be considered alongside the data quality issues below when interpreting practice level data.
- 1.1.5. The latest data (from September 2023), shows 97,672 appointments took place across Portsmouth practices, up from 91,261 in August 2023. This is also over

10,000 more appointments compared to the same month in 2022 (86,588):



1.1.6. Of the 97,672 appointments, 37.66% were same day appointments, with a total of 76.73% taking place within two weeks of booking. Nationally 39.7% of appointments were same day and 78.5% took place within two weeks of booking.



1.1.7. The rate of appointments per 1,000 population ranged from 542 to 251 across the 10 practices. The National and ICB average rates per 1,000 population for July 2023 were 497 and 504 respectively. However, across the ICB, there was significant variation with rates ranging from 171 to 965.

## Rate per 1,000 Patients by GP Practice in September 2023



## 1.2. First annual GP Summit

1.2.1. On 8 November, Portsmouth City Council hosted the first annual GP summit - bringing together GPs and GP practice representatives across the city to discuss the challenges and opportunities in primary care. The event builds on two summits held in November 2022 and January 2023. At the meeting, the council and ICB reported on several actions from previous meetings, including:

1. Portsmouth Primary Care Alliance update on GP recruitment through Preceptorship programme and Take Five.
2. Communications campaigns and support including information leaflets and videos for practices, the 'It takes a team to care for a community' campaign, digital drop-in sessions to support people using online NHS services, monthly data posts, and no excuse for abuse campaign.
3. The link between GP practices and community pharmacy, ahead of the Portsmouth Community Pharmacy Summit on 15 November.

1.2.2. The next GP summit will take place in November 2024.

## 1.3. Hampshire and Isle of Wight Enhanced Services Review

1.3.1. Hampshire and Isle of Wight ICB commissions General Practice services that are in addition to national contracted services, through a range of different contracts with a number of providers.

1.3.2. Many of these contracts are historic from predecessor CCGs meaning we had differences in the services available across Hampshire and Isle of Wight. Whilst some of these differences will be to meet the needs of specific areas or patient

groups, some of them will be unwarranted and mean our communities have access to different services depending on where they live.

1.3.3. To address this the ICB has carried out a clinically led review of all primary care general practice enhanced services.

1.3.4. The review aimed to:

- Continue to support general practice in acknowledging services that are being provided that are not met through national contracts.
- Offer specifications that align to practice priorities ensuring that they are commissioned in a way that practices wish to sign up to deliver them.
- Address unwarranted variation in the services the ICB commissions to meet the needs of patients.
- Ensure there is a standardisation of specifications offered to all practices across HIOW to ensure equity both for practices and patients.
- Ensuring locally commissioned services are driving good outcomes for patients and align to ICB priorities.
- Ensuring locally commissioned services are effectively costed to reflect the work and overhead costs incurred by general practice.

1.3.5. From 1 January 2024 the ICB is offering all practices to provide the following services until March 2027:

- Phlebotomy
- Ring Pessaries
- Post Operative Wound Care
- ECGs
- Shared Care
- Vitamin K Antagonist
- Diabetes Initiation of injectable therapies (insulin and GLP-1 analogues)
- PSA Monitoring
- Spirometry
- CVD Improvement Programme
- Leg Ulcers

1.3.6. From April 2024, there will be two new schemes replacing legacy local schemes:

- Healthcare Inequalities
- Medicines Optimisation Scheme

1.3.7. For Portsmouth, the following services will be ceasing from 1 January 2024:

- Healthy Leg Support Group
- Ear Irrigation

1.3.8. In addition, two local incentive schemes will also end due to financial constraints which prevent their continuation:

- Flu Incentive Scheme (incentivising vaccination of patients in care homes or who are housebound)
- Diabetes LIS (incentivising improvements in diabetes care)

1.3.9. The Portsmouth HIOW ICB Primary Care Team are currently working with practices to confirm sign up to new service specifications. Where a practice does not sign up to a service, the ICB will work with neighbouring practices to establish arrangements to ensure equity of access across the city.

#### **1.4. Acute Infection Hub for Winter 23/24**

1.4.1. Initially in response to the Strep A outbreak in December 2022, additional same day capacity was provided last winter by Portsmouth Primary Care Alliance from Lake Road Health Centre, for all Portsmouth residents to be referred in to by their practice. The service model was adapted over the winter to respond to the same day demand being seen in practices and was evaluated at the end of the winter.

1.4.2. Building on the learning from last year, Hampshire and Isle of Wight ICB has approved funding for an *Acute Infection Hub* for this winter. The service will go live from 1 December 2023 and run for a period of 12 weeks (subject to an 8-week review point). Providing around 250 additional appointments per week, the service will be prioritising additional capacity for acute respiratory infection but will also see a range of conditions with the aim of reducing pressure across the health system, both in general practice and at the Emergency Department. Patients will not be able to access the service directly but may be booked into a face to face appointment at Lake Road Health Centre following contact with their General Practice or NHS 111.

#### **1.5. Primary Care Medical Estates Updates**

##### **1.5.1. Handleys Corner – Trafalgar Medical Group Practice relocation from Osbourne Road**

1.5.1.1. The Handleys Corner scheme was approved in May 2020 and after a pause commenced development in September 2023. Development is ongoing and expected completion is summer 2024.

### **1.5.2. Highclere scheme – The Drayton Surgery**

1.5.2.1. This scheme has NHS England funding and was supported by Portsmouth CCG. Following the closure of North Harbour Medical Practice, The Drayton Surgery required a branch surgery with additional space and have agreed to occupy the new practice on completion.

1.5.2.2. Solent NHS Trust are developing the scheme and project managing with the purpose of becoming the landlord for the new premise. Work has started onsite and it is expected that the build will take 12 months with expected completion of September 2024 with two months commissioning of the building and occupation of the building during December 2024.

### **1.4.3 Bransbury Park**

1.4.3.1 This project supports the relocation of The Lighthouse Group Practice branch surgery from Devonshire Avenue to the new Bransbury Park Leisure development, with associated increase in space. This unique opportunity was supported by Hampshire and Isle of Wight Primary Care Committee and approved by ICB Executive Management Group on 11 July 2023.

1.4.3.2 The scheme is expected to be completed in January 2026.

## **2. Dentistry**

### **2.1. Hampshire and Isle of Wight Integrated Care Board Dental Strategy**

2.1.1. The draft dental strategy is currently with Dentistry: The Big Conversation stakeholders for comment and will be shared when ratified.

### **2.2. Access**

2.2.1. HIOW ICB have agreed to fund additional temporary units of activity across Hampshire and Isle of Wight with two practices in Portsmouth who expressed an interest for 5,000 UDAs each being offered.

2.2.2. The immediate dental access addressing health inequalities via mobile and static clinics (Mobile Dental bus) has been agreed. The number of location of clinics within Portsmouth is currently being determined.

### **2.3. Big Dental Discussion event - Tuesday 8 June**

- 2.3.1. Advisory task and finish groups have been established and will meet during November 2023.

### **3. Community pharmacy**

#### **3.1. Introduction**

- 3.1.1. The climate of Community Pharmacy remains challenging with the cost of living crisis persisting, impacting both workforce and premises costs.

#### **3.2. Place based Locally Commissioned Services (LCSs)**

- 3.2.1. A review of these services is continuing with the Palliative Care LCS completed and approved by the ICB Executive ICB non pay panel on 12 October 2023. It is expected that all other LCSs will be reviewed in the coming months.

#### **3.3. Pathfinder sites for prescribing in community pharmacy**

- 3.3.1. An expression of interest has been approved by NHS England and will be an extension to the current Community Pharmacy contraception pilot in Portsmouth which will replace the current PGD model with prescriber intervention.

#### **3.4. Community Pharmacy Strategy**

- 3.4.1. A strategy for community pharmacy remains under development. It is expected that a plan on a page will be available for review in the New Year. Insight into the community pharmacy contract and what it means for HIOW will be highlighted within the strategy. The community pharmacy landscape is changing with national commissioning of advanced services, bigger role of pharmacy with additional funding provided via the primary care access plan. The strategy will reflect on implementation and support of existing clinical services including Community Pharmacy Consultation Service, hypertension case finding, Pharmacy Contraception Service, New Medicines Service and Discharge Medicines Service.

#### **3.5. Community Pharmacy Summit**

- 3.5.1. A Community Pharmacy Summit will take place on 15 November 2023, 6-8.30pm, at Portsmouth Guildhall. 50 partners and stakeholders including pharmacists, GP practice representatives and partners are expected to attend. The output of the summit will be used to create a vision for community pharmacy in Portsmouth.